

EDITED KSA LISTING

CLASS: TELECOMMUNICATIONS SYSTEMS ANALYST I

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

#	Knowledge, Skill, Ability
	Knowledge of:
K1.	Basic technique of telecommunications (radio, PBX/telephone, related infrastructure, data circuitry, cell phones and pagers) and electronics to provide expertise and general guidance on a wide array of issues related to procurement, implementation operation and maintenance of the department's telecommunication systems/equipment/services.
K2.	Basic knowledge of productivity tools (e.g., Microsoft Office tools including Word, Excel, Outlook and Visio) to complete daily tasks.

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#	Knowledge, Skill, Ability
	Skill to:
S1.	Troubleshoot equipment and telecommunications device issues to determine proper action.
S2.	Analyze telecommunications records and provides reports and recommendations for the most cost-effective telecommunication network.
S3.	Access telecommunication terminals to switch devices (phone lines, fax lines, modems, etc.) for rerouting or reconfiguring telecommunication systems.
S4.	Review specifications, plans, drawings, contracts, and other significant documents and related items in the expansion of telecommunications equipment and service.
S5.	Perform telecommunication studies to determine communication requirements to develop recommendations to management or program areas.
S6.	Analyze situations and take effective and/or appropriate action to provide functional and operational guidance in the day-to-day management of the departmental telecommunication systems, to manage telecommunication projects and ensure that the department's telecommunication systems meet the department's operational administrative and public safety missions.
S7.	Effectively apply interpersonal communication techniques to establish and maintain positive and continuous open lines of communication with a wide variety of business professionals to create an environment that is conducive to carrying out the mission of the organization in an efficient and effective manner.
S8.	Manage effectively, timely and appropriate installation of telecommunication projects.
S9.	Implement operational procedures (i.e., contract procedures, telecommunications bulletins, user guides, etc.) related to the telecommunications systems to provide functional and operational guidance in the day-to-day management of the departmental telecommunication systems, to manage telecommunication projects and ensure that the department's telecommunication systems meet the department's operational administrative and public safety missions.
S10.	Identify different types of tools and equipment (e.g. tone generator, meter, punch down tool, etc.) needed to troubleshoot and repair to make the system operational.
S11.	Prepare reports (e.g. usage reports, budgetary cost reports, etc.) for management.

Bold text-indicates not on Classification Spec.

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#	Knowledge, Skill, Ability
S12.	Analyze and troubleshoot any situation and take effective and/or appropriate action to solve the issue.
S13.	Communicate effectively with CDCR staff, other state agencies personnel and vendors.
S14.	Effectively work under close supervision to perform duties.

	Special Personal Characteristics:
SPC1.	Willingness to travel throughout the state as required by management.